GOVERNMENT OF INDIA
PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS
LOK SABHA

UNSTARRED QUESTION NO:2470
ANSWERED ON:28.03.2012
IMPLEMENTATION OF SEVATAM
Natrajan Meenakshi

Will the Minister of PERSONNEL,PUBLIC GRIEVANCES AND PENSIONS be pleased to state:

(a) whether the Central Government scheme `sevatam` for grievance redressal has been implemented in various States;

(b) if so, the details thereof, State-wise;

(c) the number of complaints received under the scheme, State-wise and year-wise during the last two years;

(d) whether any action has been taken on the complaints registered under this scheme; and

(e) if so, the details thereof, State-wise and year-wise during the above period?

Answer

Minister of State in the Ministry of Personnel, Public Grievances and Pensions and Minister of State in the Prime Minister's Office. (SHRI V. NARAYANASAMY)

(a): Yes, Madam.

(b): "Sevottam" is a service excellence model for improvement in Public Service Delivery containing three modules viz; Citizens Charter, Service Delivery capability and Grievance Redressal Mechanism. Sevottam complaint public service delivery organizations qualify for certification under IS 15700. A Centralized Public Grievance Redress and Monitoring System (CPGRAMS) was developed by Department of Administrative Reforms & Public Grievances as a Sevottam compliant tool to create a Citizen-Centric Grievance Redressal Mechanism. CPGRAMS is a web based Portal; enabling citizens for lodging grievances from any geographical location and also viewing the status of redressal of the grievance. The Public Grievance portal can be accessed at http://pgportal.gov.in. The customized State modules of CPGRAMS have been implemented in five States and one Union Territory. The State module of CPGRAMS was launched in the State of Haryana on 18/06/2010 by the name of HARSAMADHAN, in the State of Odisha on 31/07/2010 by the name of E- ABHIJOGA, in the State of Rajasthan on 11/05/2011 by the name of SUGAM RPG, in the State of Mizoram on 29/02/2012 by the name of MIPUIAW (VOICE OF THE PEOPLE), in the State of Meghalaya on 01/03/2012 by the name of MEGPGRAMS and in the Union Territory of Puducherry on 05/03/2012 by the name of PUDUVAIKURAL.

(c): The number of complaints received through Public Grievances portal (CPGRAMS) of DARPG during the last two years, State-wise and year-wise, is placed at ANNEXURE.

(d) & (e): Action Taken Report on the grievance received by the State Governments through CPGRAMS is not maintained Centrally.